

CAHPS Health Plan Survey 3.0: Topics Covered by Core Items

Topic	Short item title	Question Number
Enrollment/ coverage	Covered by xx health plan	1
	Fill in name of health plan	2
	Length of coverage	3
Provider relationship	Specialist same as personal doctor	12
Getting needed care	Have a personal doctor	4
	Problem finding doctor	7
	Problem seeing specialist	9
	Problem in getting necessary care/tests/treatment	22
	Problem with care delayed due to approval	24
Getting care quickly	How often received help by telephone	14
	See doctor for illness/injury/condition as soon as wanted	16
	Get routine appointment as soon as wanted	18
	Taken to exam room within 15 minutes	25
Utilization	Times visited emergency room	19
	Times visited doctor's office for care	20
How well doctors communicate	Doctor listens carefully	28
	Doctor explained things clearly	29
	Doctor respected your comments	30
	Doctor spent enough time	31
Courtesy, respect and helpfulness of office staff	Doctor's staff courteous and respectful	26
	Doctor's staff helpful	27
Global rating	Rating of personal doctor	5
	Rating of specialist	11
	Rating of health care	32
	Rating of health insurance plan	39
Health plan customer service, information, and paperwork	Problem to find or understand information in written material/Internet	34
	Problem to get help from customer service	36
	Problem with paperwork	38
Health status	Rate overall health	40
Demographics	Age	41
	Male or female	42
	Highest grade level completed	43
	Hispanic or Latino	44
	Describe race	45
Proxy respondent	Received help completing survey	46
	How did that person help you	47

The question numbers refer to items in the CAHPS Health Plan Survey 3.0: Adult Commercial Questionnaire. To identify corresponding questions on different questionnaires, download *CAHPS Health Plan Survey 3.0: Items in the Reporting Composites for Adults*, which includes a questionnaire crosswalk. This crosswalk is also presented as **Table T2-2: Health Plan Questionnaire Crosswalk** in the document called *Preparing A Questionnaire Using the CAHPS Health Plan 3.0* [doc 12], which is part of the **Health Plan Survey and Reporting Kit**.